

Harrogate Street Aid was launched 28th October 2019 and is an initiative looking into street sleeping and begging in the Harrogate district. A Working Group consisting of Harrogate Borough Council Community Safety and Housing Options teams, Harrogate Neighbourhood Police, Harrogate Homeless Project, North Yorkshire Horizons, North Yorkshire Fire and Rescue Service and mental health providers researched to see how best to support those on the street. Grants of up to £500 can be applied for by key workers for anything that might support an individual get off and stay off the street. It is aimed to make real change to their lives. There is a contactless tap terminal in the foodhall window of M&S and also in the Piazza window of Victoria Shopping Centre that take a set £3 donation, and people can donate online via www.harrogatestreetaid.co.uk

Q1 Have you heard of Harrogate Street Aid?

Yes

No

Q1a If yes, where did you hear about it from?

Q2 Have you donated to Harrogate Street Aid

Yes

No

Q3 Are you aware of the tap terminals?

Yes

No

Q4 Have you donated on-line to Harrogate Street Aid?

Yes

No

Q5 Do you see people street sleeping and begging in Harrogate?

Yes

No

Q5a If yes, where do you see them?

Q6 Do you know of local services/organisations supporting street sleepers and those begging

Yes

No

For more information about Harrogate Street Aid please go to www.harrogatestreetaid.co.uk

Have your say



Harrogate
BOROUGH COUNCIL

Street Aid consultation Partnership and Engagement Team

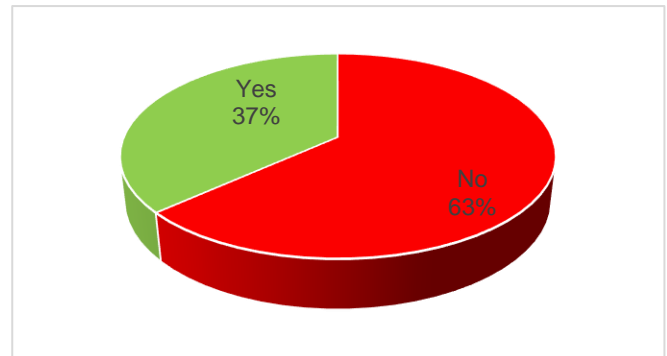
Total responses: 151

Q1. Have you heard of Harrogate Street Aid?

- 63% (95) of respondents had not heard of Harrogate Street Aid
- 37% (55) of respondents had heard of Harrogate Street Aid

If yes, where did you hear about it?

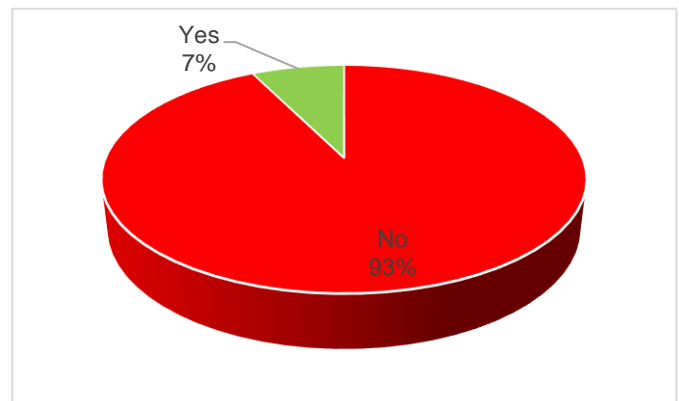
Themed comment	No. of comments
Local media	17
Via the council	13
Unsure	9
Social media	5
Word of mouth	4
Via Marks and Spencer	4
Other comments	3



Some free text comments have been able to be placed in more than one theme, all comments can be found from page 5 of this report.

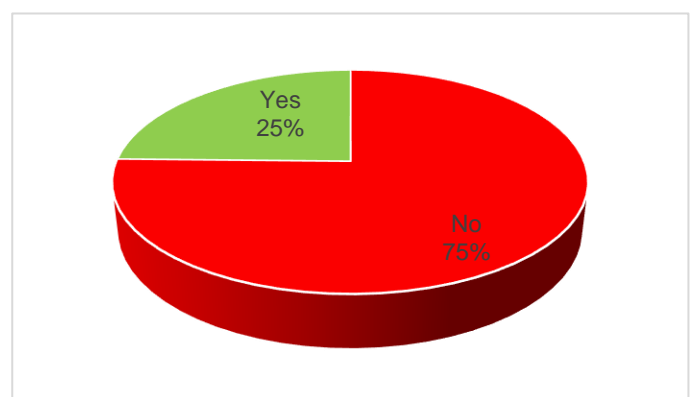
Q2. Have you donated to Harrogate Street Aid?

- 93% (138) of respondents had not donated to Harrogate Street Aid
- 7% (11) of respondents had donated to Harrogate Street Aid



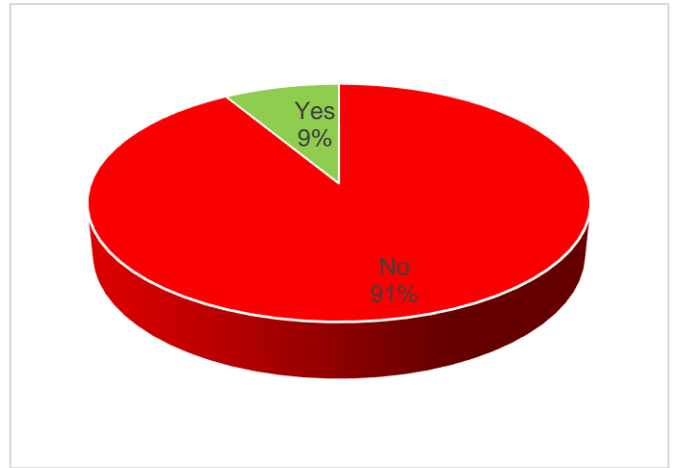
Q3. Are you aware of the tap terminal located at Marks and Spencer?

- 75% (113) of respondents are not aware of the tap terminal located at Marks and Spencer
- 25% (37) of respondents are aware of the tap terminal located at Marks and Spencer



Q4. Are you aware of the tap terminal located at Victoria Shopping Centre Piazza?

- 91% (137) of respondents were not aware of the tap terminal located at Victoria Shopping Centre Piazza
- 9% (13) of respondents were aware of the tap terminal located at Victoria Shopping Centre Piazza

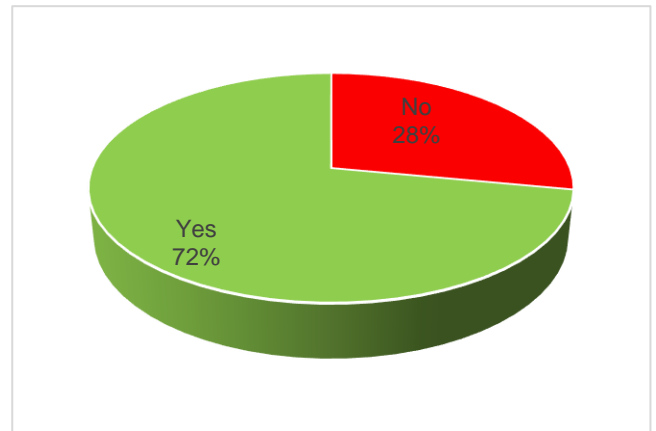


Q5. Have you donated online to Harrogate Street Aid?

All respondents stated they have not donated online to Harrogate Street Aid.

Q6. Do you see people street sleeping and begging in Harrogate?

- 72% (108) of respondents have seen street sleeping and begging in Harrogate
- 28% (42) of respondents have not seen street sleeping and begging in Harrogate



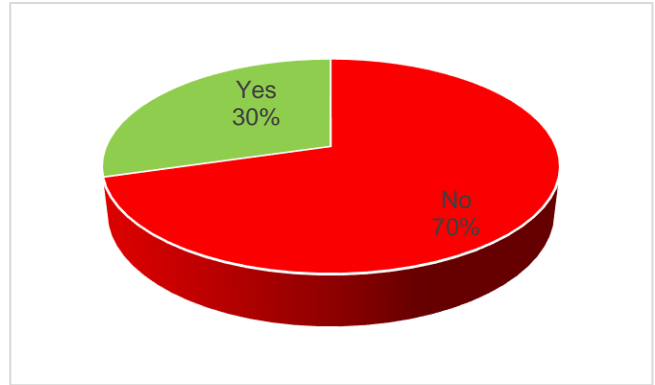
If yes, where do you see them?

Location	No. of comments
Between James St and Cambridge St	49
Shopping area	26
Outside McDonalds	12
Marks and Spencer	11
St Peters Church	7
Oxford St	7
Other comments	7
Other locations (away from central Harrogate)	7
Parliament St	2
Outside HSBC	2
Outside Asda	1
Outside Specsaver	1

Some free text comments have been able to be placed in more than one theme, all comments can be found from page 5 of this report.

Q7. Do you know of any local services/organisations supporting individuals who are street sleeping and begging?

- 70% (105) of respondents did not know of any local services organisations supporting individuals who are street sleeping and begging
- 30% (44) of respondents do know of any local services organisations supporting individuals who are street sleeping and begging



If yes, can you list them?

Themed comments	No. of comments	Themed comments	No. of comments
Harrogate Homeless Project	27	Harrogate Borough Council	3
Other comments	6	Samaritans	2
Food Bank	5	Salvation Army	2
St Peters Church	5	St Georges Crypt	1
Bower Road Hostel	4	Citizens Advice	1
Unsure	4	Women's Refuge	1
Fern House	3	Shelter	1

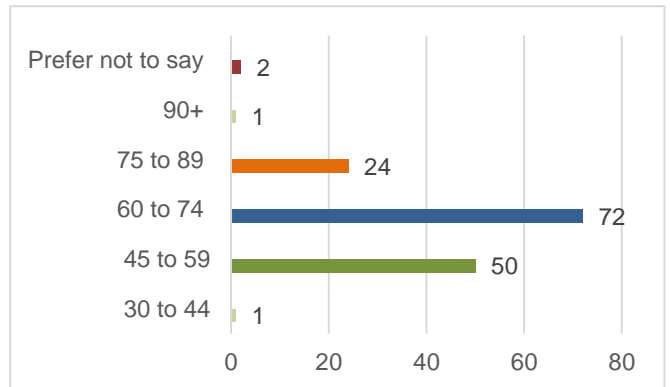
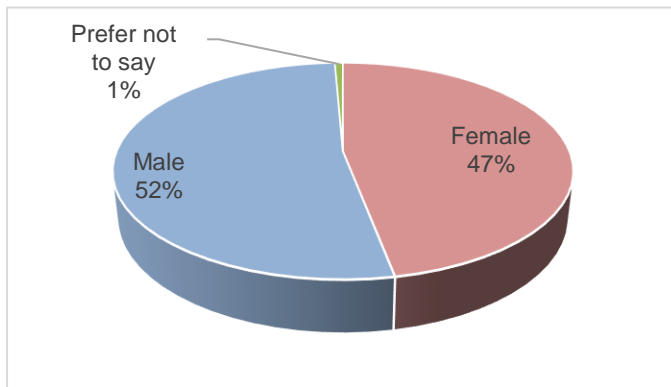
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Q8. What is your gender?

- 52% (78) of respondents were male
- 47% (70) of respondents were female
- 7% (1) preferred not to say

Q9. Which age category are you in?

- 48% (72) of respondents were 60 to 74
- 33% (50) of respondents were 45 to 59
- 16% (24) of respondents were 75 to 89

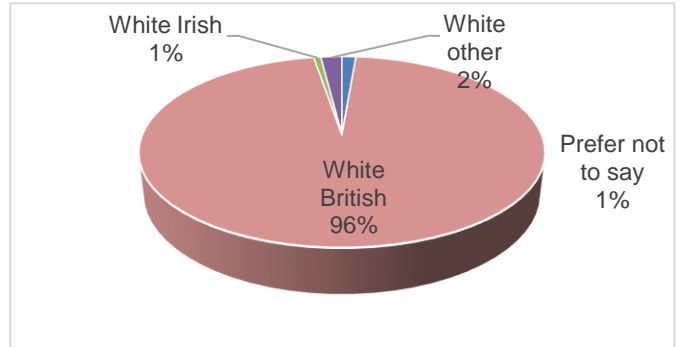
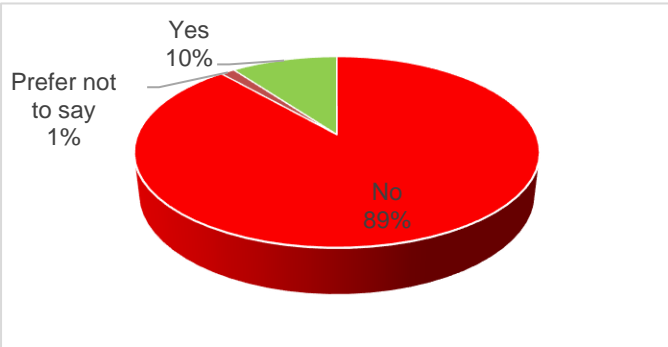


Q10. Do you consider that you have a disability under the Equality Act?

- 89% (131) of respondents did not have a

Q11. How would you identify your ethnicity?

- 96% (144) of respondents were white British

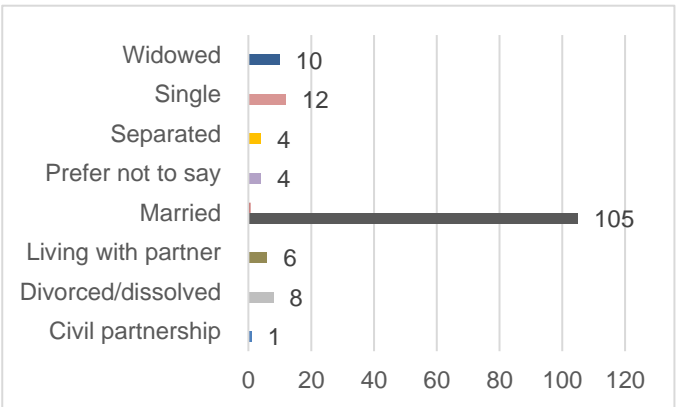
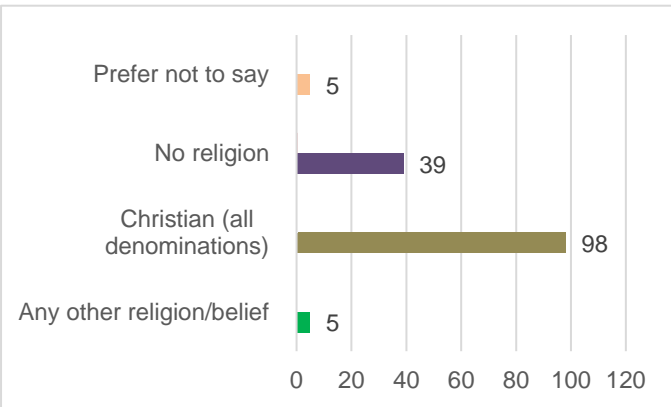


Q12. What is your religion/belief?

- 67% (98) of respondents were Christian (all denominations)
- 27% (39) of respondents had no religion

Q13. What is your relationship status?

- 70% (105) of respondents were married
- 8% (12) of respondents were single
- 7% (10) of respondents were widowed

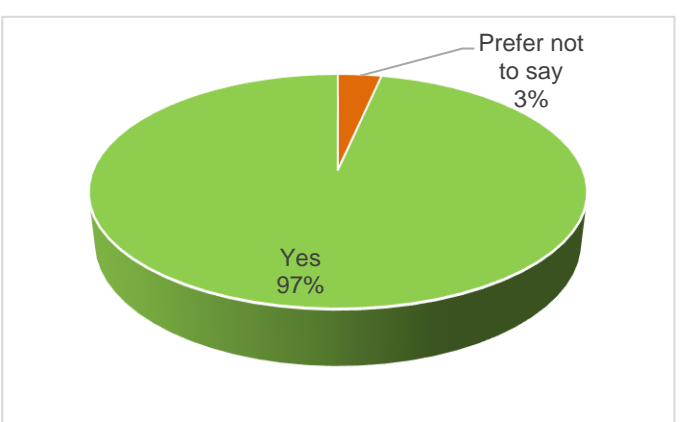
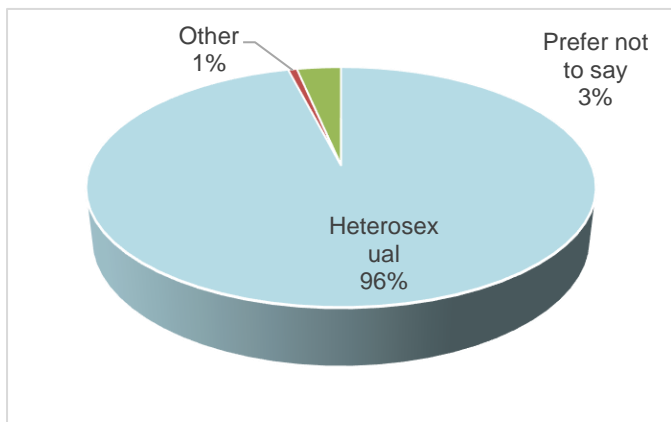


Q14. Which of the following best describes how you think of yourself?

- 96% (144) of respondents were heterosexual
- 3% (5) of respondents preferred not to say

Q15. Is your gender identity the same as the gender you were originally assigned at birth?

- 97% (143) of respondents stated yes
- 3% (5) of respondents preferred not to state



FREE Text Responses

Q1. Have you heard of Harrogate Street Aid? If yes, where did you hear about it?
 All comments written as submitted by respondents.
Local media (17 comments)

General news outlets
Harrogate Advertiser
harrogate advertiser
Harrogate Advertiser
I can't recall but have been aware since the launch. Possibly Knaresborough Post.
Local media, Twitter
Local news eg Stray Ferret, Harrogate Informer, Harrogate Advertiser
Local newspaper.
Local Newspapers
Local paper and also people involved
Local paper, council website
Media
news paper
Newspaper
Radio
Read about it, cannot remember where
stray ferret

Via the council (13 comments)

Council emails
From your newsletters
Harrogate Borough Council email of local news
Harrogate Council email
Harrogate newsletter by email
HBC news letter
HBC newsletter
Email
HBC website
THROUGHT THE COUNCIL MY INVOLVMENT
via council newsletter
publicity at launch time
Through this survey

Unsure (9 comments)

Can't remember
Can't remember
Cannot remember
Cannot remember
Can't remember
Don't know
Can't remember. Local press or HBC newsletter probably. I was interested as I used to be aware of similar schemes in other towns/cities when I was working in the Magistrates' Courts.
Not sure
Not sure.

Social media (5 comments)

Facebook
Local media, Twitter
Social Media
Social media
Various places on line in news feeds

Word of mouth (4 comments)

Friend

Local people discussing it.

Locals

Word of mouth

Via Marks and Spencer (4 comments)

From someone in M & S when they saw us give to a beggar outside

Saw the machine outside M&S

Shop window

The Tap Terminal at M&S.

Other comments (3 comments)

I have heard that they offer support to rough sleepers and people in trouble on the streets - and sometimes act as a signpost to get people to the place where they can get help

Through church

Homeless in Harrogate

Q6. Do you see people street sleeping and begging in Harrogate? If yes, where did you see them?

All comments written as submitted by respondents.

Between James Street and Cambridge Street (49 comments)

Around Cambridge Street

Around Mc Donald's, at the top of the Ginnel on a night, In the cut through between James Street and Cambridge Street.

Beside Trespass and Monsoon

Begging in passageway between James Street and Cambridge Street

Area between market square and James Street, Oxford Street, Cambridge Street. Asda.

Back James Street, McDonald's, Mark's and Spencer

Between James Street & Victoria Centre

Between James Street and Market Place.

Between James Street and the Market Place - quite a while ago as do not go into town often.

By M&S and in the cut through to Oxford street by Monsoon

Cambridge street

Along the high street, between Accessorize and Trespass, around St Peter's Church and between MacDonalds & the Theatre

Cambridge Street

Cambridge Street

CAMBRIDGE Street

Cambridge Street area

Cross James Street

Cross James Street. However I do not visit Harrogate very often now and the situation might have changed in recent weeks.

Ginnel between James street and Market Place.

Ginnel by Monsoon, Cambridge Street, Oxford Street

Near monsoon

Near Monsoon

Cambridge St. Ginnel at side of Monsoon. Opposite Superdrug.

Cambridge street Outside Betty's Link between James street & Cambridge street

In alley between James St. And Market Place during day don't walk through town at night

In the alley way near Monsoon

In the ginnel between James Street and the Victoria Shopping Centre.

In the ginnel just off James Street

In the ginnel that runs between James Street and the Market Place

In the walkway down the side of Monsoon and sometimes on main thoroughfares in Harrogate town centre.

James Street occasionally and the ginnel beside Monsoon. I no longer live in Harrogate (Knaresborough now) so am not as aware of rough sleeping or begging as I was.

McDonalds Trespass Shop

Mostly in the ally between North Face and Monsoon.
near sportds direct
near sports direct
Near McDonalds / Jams street
Market Place; Oxford Street; Cambridge Place
Near Monsoon, St Peters church, Cambridge Street empty shop doorway
Near the Victoria Centre
Off James Street in cut through to Cambridge Street and on Leeds Road outside the Co-op
Outside Boots /M&S / and the ally way through to Monsoon... Leeds Rd outside the CoOp
Outside Monsoon in the alley way.
Outside Monsoon or opposite Revolution de Cuba
Rear of Primark Rear of Victoria centre Shelters along Stray Debenhams
Side of Monsoons
small alley off James Street
The alley connecting James Street with the Square beyond. Any empty shop doorway in the Town centre is vulnerable.
the alley next to Monsoon and various shop doorways.
Town centre/at side of monsoon

Shopping area (26 comments)

Around the central shopping area
Main presinct
Main shopping areas
Mainly around town
Mainly in the centre of town
In Harrogate Town
Mostly old shop doorways but not as much in Harrogate as other places and don't go into town as often now
In shopping area in town
In the doorways of out of business shops and in the pedestrian areas downtown
Near the main shops
Shop doorway
Shop doorways
Shop doorways
Shop doorways
Shop doorways
On all the main shopping streets
Outside St Peter's, Bettys and in many shop doorways.
ROUND BY THE ENTEY SHOPS NEAR VICTIROA GARDEN S
Town centre
Town centre
Town centre retail strrte
The alley connecting James Street with the Square beyond. Any empty shop doorway in the Town centre is vulnerable.
the alley next to Monsoon and various shop doorways.
Various alleys don't know the names
Various locations around the town centre
Various places in the town centre

Outside McDonalds (12 comments)

Around Mc Donald's, at the top of the Ginnel on a night, In the cut through between James Street and Cambridge Street.
All over town mainly in door ways in the centre. I don't believe half of them are homeless it's just a business to them. I saw a bloke who decorated our house begging in the street. They all smoke and have mobile phones it's a joke. Try outside McDonalds.

Back James Street, McDonald's, Mark's and Spencer
Back of Primark/ Mcdonalds
Along the high street, between Accessorize and Trespass, around St Peter's Church and between MacDonalds & the Theatre
McDonalds and near Boots
McDonalds Trespass Shop
Near McDonalds / Jams street
Near St Peters church and Macdonalds area
Nr McDonalds
In shop doorways, on the covered seats adjacent to the library, on the steps of St Peter's church and in the area around McDonalds at night, under the 'One Arch' next to the station.
Outside McDonalds

Marks and Spencer (11 comments)

Back of marks and spencer
Back of M&S
Back James Street, McDonald's, Mark's and Spencer
By M&S and in the cut through to Oxford street by Monsoon
Down the side next to Boots, outside back of M &S
McDonalds and near Boots
Near the theatre.
Opposite Yorks Bank, by M&S
Outside Boots /M&S / and the ally way through to Monsoon.... Leeds Rd outside the CoOp
Outside M&S
Outside Marks and Spencers

St Peters Church (7 comments)

Near Monsoon, St Peters church, Cambridge Street empty shop doorway
Along the high street, between Accessorize and Trespass, around St Peter's Church and between MacDonalds & the Theatre
Near St Peters church and Macdonalds area
In shop doorways, on the covered seats adjacent to the library, on the steps of St Peter's church and in the area around McDonalds at night, under the 'One Arch' next to the station.
Opposite York bank Outside st Peters Church
Outside St Peter's, Bettys and in many shop doorways.
St. Peters church steps.

Oxford Street (7 comments)

Area between market square and James Street, Oxford Street, Cambridge Street. Asda.
Along the high street, between Accessorize and Trespass, around St Peter's Church and between MacDonalds & the Theatre
Ginnel by Monsoon, Cambridge Street, Oxford Street
Market Place; Oxford Street; Cambridge Place
outside primark
Oxford Street
Rear of Primark Rear of Victoria centre Shelters along Stray Debenhams

Other comments (7 comments)

All over town mainly in door ways in the centre. I don't believe half of them are homeless it's just a business to them. I saw a bloke who decorated our house begging in the street. They all smoke and have mobile phones it's a joke. Try outside McDonalds.
Can't remember
Empty shop doorways
Harrogate
In the general traffic-free area

Occasionally on the back streets of Harrogate Town Centre. I acknowledge that there are fewer now than before Street Aid was started. I would be very pleased to report them as I see them if I where to have a direct telephone number to Street Aid for this purpose.

Sorry I am not often in Harrogate

Other locations (away from central Harrogate) (7 comments)

All over town mainly in door ways in the centre. I don't believe half of them are homeless it's just a business to them. I saw a bloke who decorated our house begging in the street. They all smoke and have mobile phones it's a joke. Try outside McDonalds.

Can't remember

Empty shop doorways

Harrogate

In the general traffic-free area

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Sorry I am not often in Harrogate

Parliament Street (2 comments)

Parliament street

Rear of Primark Rear of Victoria centre Shelters along Stray Debenhams

Outside HSBC (2 comments)

Near HSBC

Near HSBC camp

Outside Asda (1 comment)

Area between market square and James Street, Oxford Street, Cambridge Street. Asda.

Outside Specsaver (1 comment)

Near specsavers.

Q7. Do you know of any local services/organisations supporting individuals who are street sleeping and begging? If yes, can you list them?

All comments written as submitted by respondents.

Harrogate Homeless Project (27 comments)

Harrogate homeless project

Harrogate Homeless

Harrogate Homeless

Harrogate Homeless

Harrogate Homeless Project

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Harrogate Homeless Project

Bower Rd hostel not sure if Robert St hostel still operates and recently heard of new centre in Starbeck

COUNCIL homeless HOSTEL OUT REACH

Food bank samarirans, Homeless projrct, St peters Chuch and other churches

Harrogate Homeless project Harrogate Borough Council

Harrogate Homeless Project, St Peter's breakfast club. Harrogate Borough Council.

Harrogate Homeless Project. The former owner of Greenwoods?

Harrogate Homeless project. Trussel Trust.

Harrogate Homeless Project?

Harrogate homeless shelter, St Peter's breakfast club,

Harrogate Homeless St George's Crypt

Homeless hostel, Dragon Parade? Salvation Army.

Homeless Project, Harrogate.

Other comments (6 comments)

Harrogate Homeless Project. The former owner of Greenwoods?

I know a lot about Harrogate Homeless and various work the St Peters offers plus other Churches (Resurrection Food)... However, I do not think there is a joined up program to deal with those that are rough sleeping and begging. There was a Street map off all the services pulled together a few years ago - but I am sure that was ignored. When I see what happens in other Cities and towns Harrogate is Lacking!

Resurrected Bites in Knaresborough who help with food Stockwell rd Knaresborough have accommodations for people who need help

Social Services, local churches, local homeless projects

YMCA, Samaritans, Big Issue

The Wesley chapel

Food Bank (5 comments)

Food bank samarirans, Homeless projct, St peters Chuch and other churches

Harrogate Homeless project. Trussel Trust.

Harrogate Street Aid. Food bank

Resurrected Bites food bank Salvation Army

Resurrected Bites in Knaresborough who help with food Stockwell rd Knaresborough have accommodations for people who need help

St Peters Church (5 comments)

Food bank samarirans, Homeless projct, St peters Chuch and other churches

Harrogate Homeless Project, St Peter's breakfast club. Harrogate Borough Council.

Harrogate homeless shelter, St Peter's breakfast club,

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St Peter's Church

Bower Road Hostel (4 comments)

Bower Rd hostel not sure if Robert St hostel still operates and recently heard of new centre in Starbeck

Homeless hostel in Bower Rd

Homeless hostel, Dragon Parade? Salvation Army.

The homeless shelter near one arch

Unsure (4 comments)

Don't know what they are

no

No. Sorry. I feel guilty now.

Sorry forgot the name

Fern House (3 comments)

Bower Rd hostel not sure if Robert St hostel still operates and recently heard of new centre in Starbeck

COUNCIL homeless HOSTEL OUT REACH

Hostel in Starbeck, women's refuges

Harrogate Borough Council (3 comments)

Harrogate Homeless project Harrogate Borough Council
Harrogate Homeless Project, St Peter's breakfast club. Harrogate Borough Council.
Harrogate Street Aid. Food bank

Samaritans (2 comments)

Food bank Samaritans, Homeless project, St peters Church and other churches

St George's Crypt (1 comment)

Harrogate Homeless St George's Crypt

Citizens Advice (1 comment)

Citizens Advice

Women Refuge (1 comment)

Hostel in Starbeck, women's refuges

Shelter (1 comment)

Shelter